

The Deloitte logo is displayed in white text on the left side of the slide. It features the word "Deloitte" in a bold, sans-serif font, followed by a small green dot. The background of the slide is a dark, blurred image of a person working at a desk with a laptop and some plants.

Deloitte.

Known Error Database: Service and Analytics Module for Faster Incident Resolution

TEAM SPARTANS

Incident Management Is Still the #1 Driver of IT Operations Cost and Most Enterprises Solve the Same Problems Repeatedly

Despite ITSM maturity, enterprises lose millions annually due to repeat incidents, tribal knowledge, and ineffective knowledge reuse.

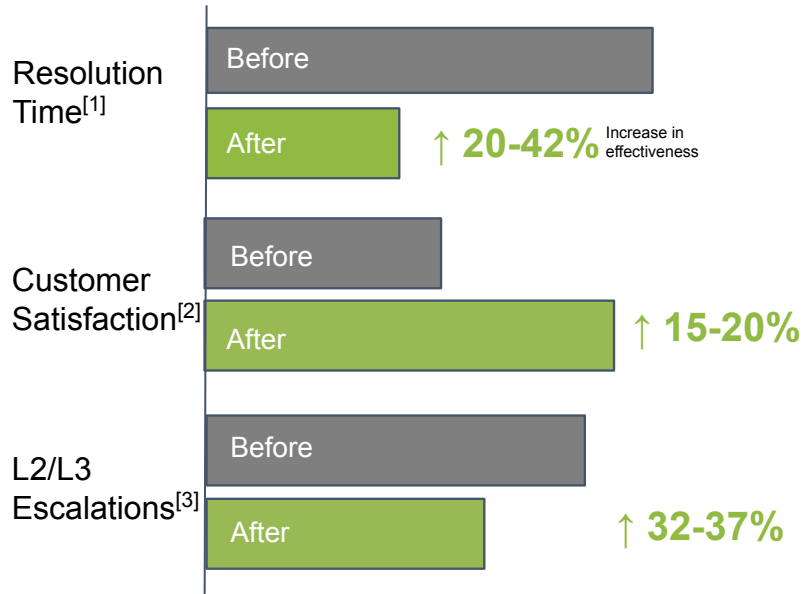
- **13%** of incidents are repeat or known issues - *freshworks*
- **20–30%** of Resolution Time driven by knowledge unavailability / poor reuse - *McKinsey*
- **25–40%** of knowledge loss from employee turnover - *Panopto*



IT Operations Efficiency and Cost Saving Analysis

Operational Intelligence Effectiveness

Helps decrease MTTR, Repeated Incidents and L2/L3 Escalations



Cost Savings at 15K incidents/year

Assumptions

Avg cost per incident: \$25–\$65

Escalation cost multiplier: 3–5x

Impact Outputs (Big Numbers)

\$40K – \$180K
annual OPEX savings

Why Traditional ITSM Knowledge Fails to Reduce Incidents at Scale?

Issue with Traditional ITSM Tools



Capability	Traditional ITSM	Our KEDB Platform
Known Error discovery	Manual	Real-time smart search
Governance lifecycle	✗	Workflow-driven
Duplicate & stale detection	✗	Analytics and Merging
Effectiveness measurement	✗	Resolution success tracked
Continuous improvement	✗	Feedback-driven using Ratings
Enterprise auditability	✗	Built-in

How This Helps Organizations



Banking & Financial Services



Public Sector

Fixing the Current Problems

- Making ITSM Faster and Smarter
- Having Well-defined Workflow States

Learning from Data

- Fixing Issues Faster Over Time
- Using AI to Suggest Solutions Automatically

Better Day-to-Day IT Operations

- Less Time and Money Spent per Incident
- Less Downtime and Outages

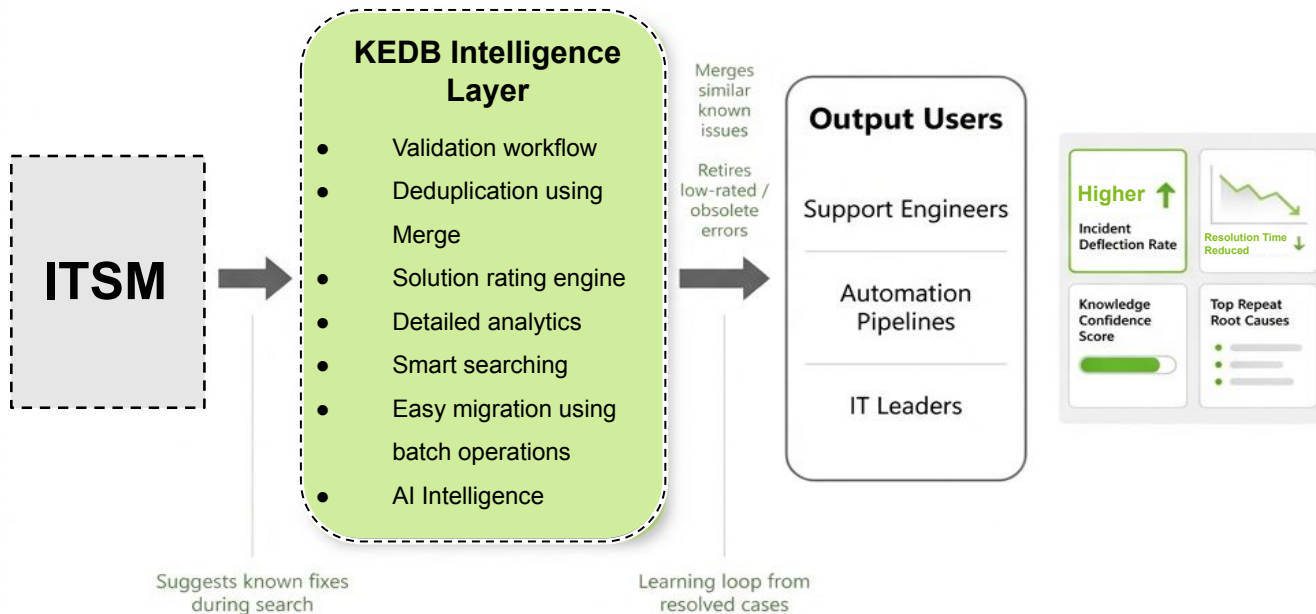


Healthcare



Enterprise IT

Evolving ITSM Tools into Smart Resolution Platforms



Faster resolution



Lower escalations

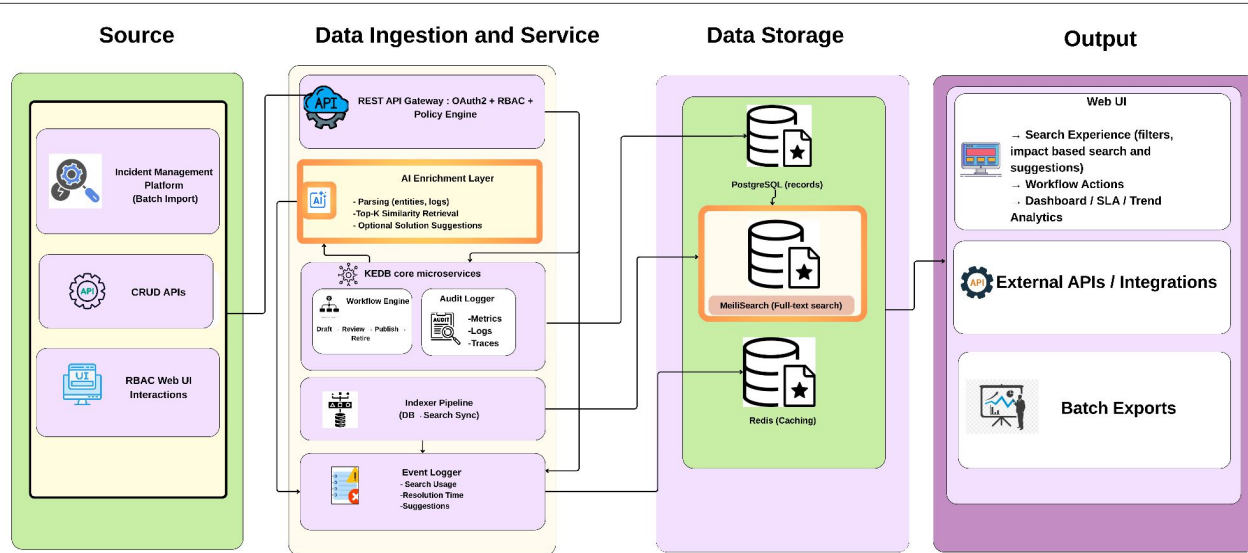


Reduced Repeat Incidents



Lower Costs

Architecture Diagram



1. Source Layer: Provides raw incident, monitoring, and knowledge data from ITSM systems and user interactions.(data flows via HTTPS/JSON).
2. Data Ingestion and Service Layer: Validates and processes incoming data using secure APIs and core KEDB services.
3. Data Storage Layer: Stores structured records, embeddings, and search indexes for fast and efficient retrieval.
4. Output: Delivers searchable knowledge, analytics, and workflow actions to end-users and integrations.



Appendix



IT Incident Volume and Recurrence

Research indicates that the average organization manages approximately **1200 IT incidents per month**, with **13% classified as repeat incidents**.

Source: Freshworks – Freshservice ITSM Best Practices

<https://www.freshworks.com/freshservice/itsm/problem-management-best-practices/>



Time Spent Searching for Information

An internal report by **McKinsey and Company**, frequently cited across the industry, estimates that employees spend **1.8-2.5 hours per day**, or approximately **9.3 hours per week**, searching for and gathering information.

Source: UTR Conf -

<https://utrconf.com/top-3-reasons-why-we-spend-so-much-time-searching-for-information/>



Knowledge Concentration Risk (“The 42% Problem”)

Research highlighted by Panopto identifies that **42% of job-related knowledge is unique to individual employees** and not documented or shared.

Source: ResolveOnce Blog - The \$200 Billion Problem: IT Support Waste

<https://www.resolveonce.com/en-us/blog/200-billion-problem-it-support-waste/>



Impact of LLM-Enhanced Knowledge Operations

Academic findings published in the Journal of Multidisciplinary Knowledge report that organizations implementing **LLM-powered intelligent knowledge bases** achieved **42% reduction in Average Handling Time** (or Resolution Time) and **37% increase in First Contact Resolution**.

Source: Journal of Multidisciplinary Knowledge

<https://jmk.datatablets.com/index.php/i/article/view/>



Thank You

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